

## 2011 - 2012 Statement of Legislative Intent

Approved

Tab	Action	Option	Version
91	1	A	1

**Budget Action Title:** Interpretation Coordination

**Councilmembers:** Conlin; Licata; O'Brien

**Staff Analyst:** Sahar Fathi

### Budget Committee Vote:

Date	Result	SB	BH	SC	TR	JG	NL	RC	TB	MO
11/10/2010	Pass 9-	Y	Y	Y	Y	Y	Y	Y	Y	Y

### Statement of Legislative Intent:

The Council requests the Office of Civil Rights submit a report that recommends how to create a set of stronger, more efficient interpretation and translation policies for the city. Other city departments will support the development of this report, which shall include the following elements:

1. Performance Measures: Identify best practices of other models in the nation for coordination of translation and interpretation services, and recommend best practices for providing interpretation and/or translation services to the public. The report should also develop recommendations for the most cost-efficient model for providing interpretation services and creating and disseminating translated materials in a timely manner, including the possibility of a centralized point of contact for language assistance to customers. This will include a focus on quality of translation and interpretation while identifying potential cost saving measures. This process should also strive to identify languages that are most interpreted / translated, and the extent to which the city can work to make interpretation / translation more effective for the audience for which they are intended. Research should be performed to determine how much money each department spends on interpretation / translation, including specifics about which languages are most interpreted / translated and how that correlates to the current demographics of the city.
2. Language Bank: Make proposals to strengthen the existing Language Bank as a resource for city departments. Proposals should consider possible incentives for employees to volunteer their personal time as well as other strategies to increase use in a productive manner.
3. Community Partnerships: Assess potential opportunities to partner with other community institutions and organizations, including schools. The assessment should include identifying if a community-based language bank would be more cost-efficient than the city's current in-house mechanism.
4. City-wide Practices: Review the city's current departmental standards for the quality of interpretation/translation and provide recommendations for revision and training.

It is anticipated that report recommendations may be the basis for a test period during which new practices will be applied and results monitored. Results may be used to reallocate resources toward the most effective methodologies during the Council's 2012 budget approval process.

**Responsible Council Committee(s):** Energy Technology and Civil Rights

**Date Due to Council:** July 1, 2011